

Family Crisis Intervention Program Procedure Manual



**State of Tennessee
Department of Children's Services**

FAMILY CRISIS INTERVENTION PROGRAM PROCEDURE MANUAL

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INTRODUCTION

I. Definition

The Family Crisis Intervention Program is one of several functions of the Tennessee Department of Children's Services (DCS). This program is designed specifically to deal with the population of 'unruly' children. The term unruly refers to children who have committed such acts as runaway, truancy, or curfew violations. Because the acts are not offenses if committed by an adult, unruly acts are also known as status offenses. A child with behavioral difficulties who is disrupting a family and is beyond the control of the parents to the extent the child's health or safety is endangered is also referred to as unruly. It should be noted that the law further requires that besides committing one of the above enumerated offenses, a child must also be found in need of treatment and rehabilitation. The unruly adjudication does not include children who have been charged with delinquency, or who are abused and/or neglected and in need of the state's protection and care.

This program provides immediate response to juveniles and families in need of services when an unruly situation occurs which may place the child at risk of state custody. Before such children can be committed to the state's custody as an "unruly" there must be attempts by the Family Crisis Intervention Program to resolve the situation. Juveniles and families experiencing an unruly situation come to the attention of the juvenile court's Youth Services Office (YSO) or the Department's Child Protective Services Intake Unit (CPS). Local school systems, public or private agencies and other organizations serving families may refer situations to the previously mentioned entities as well.

Crisis intervention as provided by this program is defined as an approach for helping an individual or family that is experiencing a temporary loss of ability to cope with a life situation due to overwhelming stress and is a process used with persons presently experiencing a crisis. This program will focus on the immediate problem that places the child at risk of state custody in order to help the family and child through the crisis period. The program will work to stabilize the family and help them mobilize resources to address their current needs as well as prevent further crises from occurring.

II. Legal Mandate

A. An unruly child is defined by the following excerpts from the law:

TCA 37-1-102(6)(4) “Child” means: (A) A person under eighteen (18) years of age...

TCA 37-1-102(6)(23) “Unruly” means: a child in need of treatment and rehabilitation who:

- (i) Habitually and without justification is truant from school while subject to compulsory school attendance under TCA 49-6-3007; or
- (ii) Habitually is disobedient of the reasonable and lawful commands of the child’s parent(s), guardian or other legal custodian to the degree that such child’s health and safety are endangered; or
- (iii) Commits an offense which is applicable only to a child; or
- (iv) Is away from the home, residence or any other residential placement of his parent(s), guardian or other legal custodian without their consent. Such child shall be known and defined as a “runaway”.

B. The Family Crisis Intervention Program is referred to in the existing Tennessee Code Annotated as the juvenile-family crisis intervention program. The relevant excerpts from the law follow:

TCA 37-1-132. (b)(2) If the court desires to commit an unruly child to the custody of the Department of Children’s Services, it shall, prior to ordering commitment, refer such child to the department’s juvenile-family crisis intervention program under TCA 37-1-168. The court may commit the child to the Department of Children’s Services after such juvenile-family crisis intervention program certifies to the court that there is no other less drastic measure than court intervention. Nothing in this subdivision shall preclude placing a child in protective service custody.

TCA 37-1-168. Juvenile-family crisis intervention programs - General provisions. - (a) The Department of Children’s Services shall establish juvenile-family crisis intervention programs to provide continuous twenty-four (24) hour on-call service designed to attend and stabilize juvenile-family crises. The crisis intervention program may, in appropriate cases, work with the family on a short-term basis. The juvenile-family crisis intervention program may make referrals for appropriate services needed to continue resolution of the crisis.

(b) The juvenile-family crisis intervention programs may serve as an alternative to juvenile court in situations where a juvenile-family crisis exists and there has been either:

- (1) a request by a parent or juvenile for intervention; or
- (2) a referral by a public or private agency, educational institution or any other organization serving children, which has contact with the juvenile or family, and has reason to believe that a family crisis exists.

(c) If there has already been court intervention through the filing of a petition or otherwise, the court may refer appropriate cases to the juvenile-family crisis intervention program. If the department is providing non-custodial services to a child and/or family, it may provide services through its juvenile-family crisis intervention program if appropriate.

(d) If, in the judgment of the juvenile-family crisis intervention program, a juvenile-family crisis continues to exist despite the provision of crisis intervention services and the exhaustion of appropriate community services, then the juvenile-family crisis intervention program shall certify to the juvenile court that resolution of the juvenile-family crisis is not feasible without further court intervention. The court may then proceed by accepting a petition or acting on a

pending petition and hold a hearing to determine what is in the best interests of the child consistent with TCA 37-1-132 and any other applicable laws under this part.

TCA 37-1-169. By promulgation of local rules of the juvenile court, a referral may be made to the Department of Children's Services juvenile-family crisis intervention program in the following instances: (1) where there is an allegation that a child is unruly; and/or (2) where there is an allegation that a juvenile-family crisis exists. Nothing in this section shall preclude the court or the department from taking any necessary action which shall be required to provide to a child any protective services including, but not limited to, emergency protective custody.

III. Scope of Services

- A. The program establishes within each of the twelve (12) DCS regions Family Crisis Intervention Teams which encompass:
 1. staff of qualified case managers assigned to the Family Crisis Intervention Program sufficient to provide services as required in policy and procedure;
 2. staff trained in skills and specialized knowledge of crisis intervention, family mediation, conflict resolution and other applicable orientations;
 3. engagement with the juvenile and family within 24 hours of receipt of the application;
 4. a 24 hour/7 day crisis intervention response capacity to juveniles and families accepted for services;
 5. accessibility to each county juvenile court system within respective regions and collaboration with community programs;
 6. a standard application/referral system which maintains an application log, tracking and record keeping system as required in policy and procedure;
 7. a standard system of feedback to the court regarding Family Crisis Intervention Program activities;
 8. a procedure to certify to the court when services have failed to resolve the juvenile-family crisis.
- B. The program offers immediate intervention to stabilize juveniles/families experiencing crises while contributing to the safety and welfare of children, families and communities by working to:
 1. defuse the potential for violence and ensure the safety of all family members;
 2. quickly assess and prioritize the family's strengths/needs;

3. develop a Crisis Intervention/Resolution Plan with the family;
 4. present options for coping with the immediate crisis and identifying presenting problems;
 5. share communication and problem-solving skills while modeling appropriate behavior for parents that can be used to respond to and manage crisis situations more effectively;
 6. refer families to appropriate resources for short term and longer term assistance and support.
- C. The program works to divert unruly children from the courts through intervention and referral services which emphasize family responsibility and community involvement as a means toward successful resolution by:
1. reinforcing through policy and casework emphasis a commitment to maintain intact families;
 2. assisting the family in accessing formal and informal support services to meet their own needs outside of DCS or court intervention;
 3. enabling the family to utilize self-management options when crises occur;
 4. participating with the community to assess needs for family services;
 5. regularly identifying qualified service providers and assisting in the development of a comprehensive array of services;
 6. establishing and maintaining a written composite of community resources relevant to each county, a current version of which is available to all Family Crisis Intervention Program staff;
 7. planning, implementing, and participating in relevant training exercises for all court, law enforcement personnel, and community agencies concerning the handling of unruly children;
 8. garnering support from the community with on-going public relations, information sharing and participation in related activities.
- D. By helping to maintain intact families positive functional family relationships are promoted while simultaneously state administered resources are effectively utilized. The Family Crisis Intervention Program works to:
1. Provide opportunities for staff with appropriate knowledge and skills to successfully intervene with families prior to court intervention;

2. Reduce the number of unruly children committed to state custody;
3. Prevent future out-of-home placements by providing families with skills sufficient to successfully cope with unruly behavior;
5. Provide service intervention strategies that maintain the juvenile and family in their own home and community without the added trauma of state custody.

APPLYING TO THE PROGRAM

APPLICATION: To juveniles/families in crisis and service personnel working with them.

I. Initial Requests

Persons wishing to access the Family Crisis Intervention Program must contact one of two intake referral systems. Applications will only be received from the following sources:

- A. Juvenile Court/YSO
- B. DCS

II. Eligibility

- A. A juvenile and his/her family is eligible for the Family Crisis Intervention Program when a juvenile-family crisis exists, the crisis involves unruly behavior by the juvenile (as legally defined in the introduction to this manual), and has been brought to the attention of the juvenile court and/or DCS through the following:
 - 1. a request by a parent or juvenile for intervention;
 - 2. a referral from DCS that does not meet the CPS ROCM criteria for acceptance **and** failure to respond will most likely result in the child's placement in the state's custody;
 - 3. a request by a public or private agency, educational institution or any other organization serving children, which has contact with the juvenile or family and has reason to believe that a family crisis exists, and the YSO/DCS believes it meets the purposes of the program;
 - 4. court intervention through the filing of an unruly petition or other court involvement.
- B. A case is not appropriate for application when:
 - 1. the child has been adjudicated delinquent and is currently under court supervision;
 - 2. there is a suspicion of abuse or neglect (must be referred to CPS Intake);
 - 3. the child and family represent an existing case currently open within DCS;
 - 4. the child does not fit the legal definition of unruly;

5. the child and family are already receiving some form of community service which is capable of meeting their needs and the family is not in a state of crisis;
6. the request for intervention has not been brought through the juvenile court or DCS.

III. Application and Assignment

- A. Upon the identification of a family meeting eligibility for the program, the referring party (YSO/juvenile court and/or DCS) shall contact the Family Crisis Intervention Program. The information for an application for services may be communicated either in person or via telephone.
- B. The receiving crisis intervention case manager shall complete an Application for Services Form while taking the call or contact. The receiving crisis intervention case manager will obtain as much comprehensive information as possible on the form.
- C. The receiving crisis intervention case manager will immediately relay the application information to the crisis intervention team leader.
- D. The crisis intervention team leader or case manager III will determine the appropriateness of the application.
 1. The team leader or case manager III may direct the receiving crisis intervention case manager to obtain further information if necessary.
 2. The team leader or case manager III may decline the application if it does not meet the criteria and direct the receiving crisis intervention case manager to notify the referring party. The referring party shall be informed of the reasons why the application is not accepted and referral to other appropriate resources will be suggested. This decision and notification must be recorded on the application form by the receiving crisis intervention case manager.
- E. If the application is appropriate the crisis intervention team leader or case manager III will immediately assign the application to the crisis intervention case manager providing services for the county in which the family resides. The team leader or case manager III will direct the crisis intervention case manager regarding the time frame, type (telephone or in person) and location of the initial contact with the juvenile and family.
- F. The crisis intervention team leader shall maintain a computerized log of all applications received, assignments and their disposition. Refer to the Family Crisis Intervention Application Log Form.

- G. If a case involving an unruly child has been provided services by the Tennessee Home Ties Program and in the opinion of that program the child continues to be in need of state custody as a direct result of his/her unruly behavior, the child and family must still be certified by the Family Crisis Intervention Program to the court as in need of further court intervention.

To facilitate this procedure, the crisis intervention case manager will accept the application as directed above except that the assigned case manager will conference with the family and Home Ties staff to thoroughly review what services have occurred rather than proceeding as with a new case. When the crisis intervention case manager and team leader concur that appropriate efforts have been made to exhaust all community resources and prevent the need for custody, the crisis intervention case manager will complete the Juvenile/Family Certification to the Juvenile Court Form for this purpose. Refer to "Closing the Case" section of this manual.

INITIAL CRISIS INTERVENTION

APPLICATION: To juveniles and families with accepted applications for the Family Crisis Intervention Program currently experiencing a state of crisis.

- I. The crisis intervention case manager will receive all assigned applications and obtain direction from the crisis intervention team leader regarding the time frame, type (telephone or in person) and location for the initial contact with the juvenile and family.
 - A. An initial contact will be made with the juvenile and family as soon as possible and no later than 24 hours after receipt of the application.
 - B. Telephone contact is acceptable for the initial contact to verify the juvenile's and family's state of crisis and determine the next appropriate course of action but face-to-face contact is preferred.
 - C. In person contacts should be made as soon as possible and no later than 48 hours after receipt of the application. The residence of the family is preferred for the initial face to face contact but may be completed elsewhere if the juvenile and/or family are presently located outside of the home or if other circumstances make it inappropriate.
 - D. Contact must be made with **both** the juvenile and the immediate family including at least one custodial parent/guardian.
 - E. If the situation is reported or suspected to be so volatile as to endanger the safety of the crisis intervention case manager, he/she may enlist support from local law enforcement for escort or make arrangements for initial contact at a location other than the family's residence.

- II. During the initial contact with the juvenile and family the crisis intervention case manager will defuse the immediate crisis by referring to techniques and skills obtained in the Family Crisis Intervention Program Training Curriculum. The following are suggestions which may help to stabilize the functioning of the family.
 - A. Utilize crisis intervention techniques to de-escalate a volatile situation.

- B. Assist the parents/guardian in regaining control of the situation.
 - C. Model calming behavior.
 - D. Contact the local Mobile Crisis Unit if deemed necessary.
 - E. Mediate discussion of the issues at hand that are creating the crisis.
 - F. Provide an opportunity for the juvenile and family to have separate space from each other either for a few hours or even overnight. Separation must be used judiciously so as not to encourage this option as a permanent resolution.
 - G. Access Flexible Funding as needed for respite care or other concrete emergency services.
 - H. Locate extended family or friends to help with the situation.
 - I. With the extended family facilitate a family conference to create solutions to the crisis and presenting problems. Refer to training knowledge regarding how to facilitate Family Conferencing and incorporation of the Family Unity Model of practice.
 - J. Begin discussing a Crisis Intervention/Resolution Plan with the juvenile and family including further contacts and activities to facilitate working through the crisis.
 - K. Identify additional sources of relevant information needed to make a sound assessment of the youth and family's needs. Collaborate with the assessment case manager for assistance in this task.
 - L. Advise the juvenile and family that the crisis intervention case manager is available to them during the course of the intervention 24 hours per day/7 days per week. The crisis intervention team leader will ensure that the case manager or a back-up case manager is available for immediate response to the juvenile and family.
 - M. Provide the juvenile and family with emergency contact telephone numbers, pager numbers and names.
 - N. Obtain the parents'/guardian's signature(s) on a Release of Information Form.
- III. The crisis intervention case manager does not have the authority to make contact with the juvenile or to transport the juvenile without the parents'/guardian's consent. If this activity will be necessary during the intervention, the case manager should obtain written consent at this time from the family. If an unusual situation arises that does not allow

opportunity for written consent, verbal consent may be obtained until such time as a written form is completed.

- IV. After the initial contact with the juvenile and family, once the immediate crisis appears defused, and within 5 days of receipt of the application, the crisis intervention case manager will proceed to staff the case with the crisis intervention peer unit and team leader. The purpose of this staffing is to:
 - A. ensure the safety of the juvenile and family has been secured;
 - B. begin identifying additional sources of needed information for accurate assessment which might include criminal history, DCS records, extended family members, etc.;
 - C. begin discussing avenues of assistance for this family;
 - D. determine if closure of the case is possible at this time.
 1. If further intervention is warranted, proceed to the next section of this manual, "Short-Term Intervention".
 2. If closure is appropriate at this time, refer to "Closing the Intervention" section of this manual.

- V. If at any time during the intervention, the crisis intervention case manager suspects that abuse and or neglect sufficient to meet CPS ROCM criteria for investigation exists or may be present, the case must be referred to CPS intake by the crisis intervention case manager immediately.

The CPS case manager will advise the crisis intervention case manager regarding the appropriate action to be taken. The crisis intervention case manager will not discuss the referral of information to CPS with the juvenile and family unless prior concurrence is received from CPS staff.

If CPS accepts the information referred for assignment, the Family Crisis Intervention Program should immediately close the case and forward all known case information to the assigned CPS case manager.

- VI. The crisis intervention case manager may certify to the juvenile court that resolution of the juvenile-family crisis is not feasible without further court intervention at any time during the intervention. This may be done if it becomes apparent that the juvenile-family crisis continues to exist despite efforts of the Family Crisis Intervention Program. Certification must verify that either the program is unable to ensure the reasonable safety of the child, family or community, and/or appropriate community services

have been exhausted. The Case manager will complete the Juvenile/Family Certification to the Juvenile Court Form for this purpose. Refer to “Resolving the Case” section of this manual.

SHORT-TERM INTERVENTION

APPLICATION: To juveniles and families with accepted applications for the Family Crisis Intervention Program after the immediate crisis is past and short-term services are warranted.

- I. After the initial contact(s), when the immediate crisis is past and there is a determination that short-term services are warranted, the crisis intervention case manager will complete the following procedures as soon as possible but no later than ten (10) working days after receipt of the application.
 - A. Discuss in person with the juvenile and family the presenting problem(s) and identify what specific areas can/must be addressed to prevent the reoccurrence of a crisis.
 - B. Make collateral contacts with relatives, references, school personnel, social service agencies, etc., as needed to verify any reported information and to seek resources. (Note: must have Release of Information signed to complete this task.)
 - C. Seek any medical or mental health evaluations or educational testing, etc., as deemed necessary.
 - D. Assist the juvenile and family in identifying resources to resolve the presenting problems and inform them of steps to take to access the resources.
 - E. Assist the family to apply for any family assistance benefits which they may be eligible for.
 - F. Assist the juvenile and family to complete a written plan seeking their agreement as to tasks and activities that will be pursued to alleviate the presenting problems. Detail only tasks and activities on the plan that can reasonably be completed within 45 days. Use the Crisis Intervention/Resolution Plan Form for this purpose obtaining signatures from all involved parties on the form. Leave all involved parties with a copy of this plan. On the plan assign responsibility for tasks and activities as much as possible to the juvenile and family members.
 - G. Record all contacts made on the case in chronological order in the case file. Review the plan with the team leader and staff the plan with the peer unit.

- II. During the course of delivery of short-term intervention services the crisis intervention case manager will complete all tasks or activities assigned to him/her on the plan in an expeditious manner. The crisis intervention case manager will teach or contract with local service providers to instruct the juvenile and family on skills as needed to complete their responsibilities on the plan.

- III. Continuously throughout the course of the short-term intervention, the crisis intervention case manager will complete the following tasks.
 - A. Support participants continued investment in the plan being aware of their degree of cooperation.
 - B. Determine if the plan requires revisions relevant to the juvenile's and family's presenting problems.
 - 1. Tasks and activities can be added or deleted accordingly with agreement from all participants.
 - 2. Revisions to the plan must be written on the Revisions to Crisis Intervention/Resolution Plan form and added to the original plan.
 - C. Re-staff the case with the crisis intervention peer unit and team leader as needed for additional input and idea generation.
 - D. Close the case with the team leader's concurrence at any time prior to the 45-day mark when continued intervention is not warranted. Refer to "Closing the Intervention" section of this manual.

- IV. During the course of the short-term intervention, the crisis intervention case manager will be responsible for keeping the court liaison updated on the progress of the case. The court liaison will be capable of relaying current information to the court if requested by the juvenile judge.

RESOLVING A CASE

APPLICATION: To juveniles and families currently in process with the Family Crisis Intervention Program.

- I. As soon as is appropriate and **prior** to 45 days from receipt of an application, the crisis intervention case manager will seek resolution of the case and subsequent case closure.
 - A. If the case is resolved at the time of the initial case staffing with the team leader and peer unit, the crisis intervention case manager will proceed to the “Closing the Intervention” section of this manual.
 - B. The crisis intervention case manager may certify to the juvenile court that resolution of the juvenile-family crisis is not feasible without further court intervention at any time during the intervention. This may be done if it becomes apparent that the juvenile-family crisis continues to exist despite efforts of the Family Crisis Intervention Program. Certification must verify that either the program is unable to ensure the reasonable safety of the child, family or community, and/or appropriate community services have been exhausted. The crisis intervention case manager will proceed with the following steps in this action.
 1. Obtain team leader and peer unit concurrence to take this action.
 2. Notify the juvenile and family of the planned action and the justification for the action.
 3. Complete the Juvenile/Family Certification form, file the original copy with the court, and distribute copies to the case record, juvenile and parent(s).
 4. Conference with the court liaison regarding this action.
 5. When a disposition has been made by the court that does not involve further services from the Family Crisis Intervention Program, proceed to close the case as per the “Closing the Intervention” section of this manual.
- II. If the case was provided short-term services, the crisis intervention case manager will meet with the juvenile and family as soon as is appropriate and possible and prior to 45 days from receipt of the application to review progress on the Crisis Intervention/Resolution Plan.
 - A. Review the completion of tasks and activities on the plan with all participants.

- B. Encourage the juvenile and family to attend a staffing if deemed necessary with the team leader and peer unit. The crisis intervention case manager may convene a staffing to determine the appropriateness/inappropriateness of case closure at this time. The closure staffing could be a supportive environment for the family to emphasize their progress and provide positive reinforcement.
- C. If the plan has been unsuccessful in resolving the presenting problems and revisions are reasonable to make at this time, the case may be continued for *no more than thirty days* of additional intervention. The crisis intervention case manager will proceed with the following steps in this action.
 - 1. Obtain team leader and peer unit concurrence on this action.
 - 2. Discuss continuation of services *not to exceed an additional thirty days* with the juvenile and family.
 - 3. Utilize the Crisis Intervention/Resolution Plan Revisions form.

Note: At the completion of an additional thirty days, the case must be closed utilizing the procedures included in the “Closing the Intervention” section of this manual.
- D. When the case is deemed appropriate for closure, proceed to close the case according to the “Closing the Intervention” section of this manual.

CLOSING A CASE

APPLICATION: To juveniles and families in assigned cases with the Family Crisis Intervention Program.

- I. When closure is determined to be appropriate, the crisis intervention case manager will proceed to close the case as soon as possible and no later than 45 days (or 75 days if extension is obtained) after the initial receipt of the application.
 - A. Meet with the juvenile and family to review progress made on the Crisis Intervention/Resolution Plan.
 - B. Discuss and reinforce the benefits received from the plan which will enable the juvenile and family to maintain self-sufficiency outside of formal court or DCS intervention. Include the extended family if appropriate or other members of the family's support system.
 - C. Review with the juvenile and family a personalized safety plan which will enable them to either prevent or successfully manage any future crises they may experience. May use rehearsal techniques for this effort.
 - D. Advise the juvenile and family that although their case is being closed, the Family Crisis Intervention Program is available to them if needed in the future. The Family Crisis Intervention Program may offer an additional problem-solving session with the family or share ideas for other services depending on the situation and request.
- II. When resolution of a case has been identified as **not** feasible, is certified as such to the juvenile court, and the court's proceedings on the matter do not involve further services from the Family Crisis Intervention Program, the crisis intervention case manager will complete the following items and proceed to close the case as called for in this procedure.
 - A. Coordinate with the court liaison regarding the court's action upon receipt of the Juvenile/Family Certification to the Juvenile Court form.
 - B. Clearly document the certification and justification in the case record.

- III. When all services are provided, attempted or exhausted and certification if relevant has been completed, the crisis intervention case manager will close the case file.
 - A. The case file must be closed in writing with a summary. The summary must be signed by the team leader.
 - B. The team leader will update the computerized tracking system regarding the closure.

RECORD KEEPING AND TRACKING

APPLICATION: To Crisis Intervention Case Managers and Team Leaders within the Family Crisis Intervention Program.

I. Record Keeping

- A. The crisis intervention case manager will maintain a case file on each juvenile-family unit that is assigned to him/her.
- B. The Family Crisis Intervention Program case file will contain the following pieces of information:
 - 1. Original Application for Services Form,
 - 2. Release of Information Form(s),
 - 3. A chronological dictation of all contacts made in the case with date and type of contact noted in addition to the substance of the contact, including but not limited to home visits, collateral contacts, conferences with team leader, peer unit staffings, telephone calls, etc.,
 - 4. Copies of all forms or letters used to refer the juvenile and family for community services,
 - 5. Original Crisis Intervention/Resolution Plan Form,
 - 6. if relevant, the Crisis Intervention/Resolution Plan Revisions Form,
 - 7. If relevant, a copy of the Juvenile/Family Certification Form,
 - 8. Closure summary with team leader's signature,
- C. The team leader will coordinate within DCS the sharing of family information as needed.

II. Tracking

- A. The crisis intervention team leader will utilize a computerized tracking system which will log all applications received by the program. A Family Crisis Intervention Program Application Log Form is provided in this manual.
- B. All applications will be tracked as to acceptance or declination and type of crisis. The type of crisis will be categorized as the primary cause or reason for application for services. A secondary type of crisis may be added if known. Acceptable types of crisis are:

1. family conflict
2. runaway
3. truancy
4. other, specify

C. All assigned applications will be tracked according to the following time lines from the date the application was received:

1. initial contact within 24 hours;
2. initial face-to-face within 48 hours;
3. completion of a team leader and peer unit staffing within five working days;
4. completion of a written Crisis Intervention/Resolution Plan within ten working days;
5. completion of a team leader and peer unit staffing to resolve the plan within 45 days;
6. completion of a Juvenile/Family Certification form within 45 days;
7. court disposition of the certification;
8. determination for thirty day continuation of services;
9. date of closure no more than 60 - 75 days.

D. Regional administrators will ensure that the following information is submitted each month to central office:

1. number of cases open at start of month,
2. number of applications received during the month,
3. number of applications declined during the month with copy of Application for Services Form for each case declined attached,
4. number of cases certified with a copy of the Juvenile/Family Certification Form for each case attached,
5. average caseload per case manager,
6. number of cases extended for an additional 30 days of service,
7. number of cases closed during the month,

FAMILY CRISIS INTERVENTION PROGRAM

FORMS

STATE OF TENNESSEE DEPARTMENT OF CHILDREN'S SERVICES

FAMILY CRISIS INTERVENTION PROGRAM APPLICATION LOG

[illegible]



State of Tennessee
**AUTHORIZATION FOR RELEASE OF CHILD-SPECIFIC INFORMATION
FROM THE DEPARTMENT OF CHILDREN'S SERVICES
AND CONTRACT SERVICE PROVIDERS**

Child's Name (Print): _____ Birth Date: _____
Social Security No.: _____ - _____ - _____ Sex: ☐ Female ☐ Male

Pursuant to Federal guidelines and department policy and procedures, I hereby request and authorize the release of records or information specified below: *(check all that apply)*

YES	NO	
<input type="checkbox"/>	<input type="checkbox"/>	1. Education records, including transcripts, GED, TCAP, special education
<input type="checkbox"/>	<input type="checkbox"/>	2. Medical records, including examinations, laboratory tests, treatments
<input type="checkbox"/>	<input type="checkbox"/>	3. Psychological test reports, including Intelligence(IQ) test results
<input type="checkbox"/>	<input type="checkbox"/>	4. Psychiatric evaluation reports
<input type="checkbox"/>	<input type="checkbox"/>	5. Mental health counseling and treatment report summaries
<input type="checkbox"/>	<input type="checkbox"/>	6. Social history data, including family, employment, police reports, etc.
<input type="checkbox"/>	<input type="checkbox"/>	7. Other - Specify: _____

State purpose for which record or information is to be used: _____

This record or information may be released to:

Name *(specific person or organization)*: _____

Address *(Street or P. O. Box)*: _____

City: _____ State: _____ Zip Code: _____

Telephone Number: (____) _____ - _____

This authority includes, but is not limited to the inspection, copying, and receipt of documents, photographs, videos, and all other written and recorded information. This form and its content have been explained to me and I understand that there are statutes and regulations protecting the confidentiality of certain written and oral record information. I may revoke this consent to release of information at any time; however, I also understand that any release which has been made prior to my revocation and which was made in reliance upon this authorization shall not constitute a breach of my right to confidentiality. Unless I revoke this authorization prior to such time, this authorization to release information is valid until such request is fulfilled but not to exceed one year.

Child's Signature: _____ Date: _____

Witness' Signature: _____ Date: _____

(This release must be signed by the Child's parent or legal guardian if the child is either under age or has a legal guardian)

Parent or Guardian's Name *(Print)*: _____

Parent or Guardian's Signature: _____ Date: _____

NOTE: PLEASE BE ADVISED THAT A PROCESSING AND COPYING CHARGE MAY BE ASSESSED

DCS location: _____

Information released by : _____ Date: _____

Unable to locate requested information: _____ Date: _____

Information requested may not be released: _____ Date: _____

**Original: Child case file
Copy: Record/Information Recipient**

APPLICATION FOR FAMILY CRISIS INTERVENTION PROGRAM

Referring Party	Phone Number	Designate YSO/Court/DCS/County	Date of Receipt & Time		
Juvenile's Full Name	Race	Sex	Date of Birth	Lives with whom?	SSN
Current School	Current Grade		Special Education <input type="checkbox"/> Yes <input type="checkbox"/> No		
Parent/Guardian Name/Relationship		SSN	Parent/Guardian Name Relationship		SSN
Date of Birth	Race	Date of Birth	Race		
Street Address			Street Address		
City, State, Zip, Telephone Number(s)			City, State, Zip, Telephone Number(s)		

Current location of child/parents:

Primary Crisis Type ☐ Family Conflict ☐ Runaway ☐ Truancy ☐ Other:
Secondary Crisis Type: ☐ Family Conflict ☐ Runaway ☐ Truancy ☐ Other:

Behaviors leading to the crisis:

Has child ever been charged with a delinquent offense? ☐ Y ☐ N If so, adjudicated? ☐ Y ☐ N On Probation? ☐ Y ☐ N

Type of probation?

Prior historical involvement in social services/court action?

Are there court actions pending currently (if so, what?)

Other significant persons involved with this family (siblings, extended family, other, list names, ages, relationship):

Directions to the home:

Is family aware referral is being made? ☐ Y ☐ N

List all known mental health, physical health, or other functioning difficulties for the child and family:

Application is: ☐ Accepted ☐ Declined
If declined detail reasons:

Receiving Case Manager Signature/Date

Assigned Case Manager Signature/Date

Date and Time Assigned

Team Leader Signature/Date



STATE OF TENNESSEE
DEPARTMENT OF CHILDREN'S SERVICES

CRISIS INTERVENTION/RESOLUTION PLAN

Name of Child: _____

Participants:

_____	_____
Name	Date
Relationship	

_____	_____
Name	Date
Relationship	

_____	_____
Name	Date
Relationship	

_____	_____
Name	Date
Relationship	

_____	_____
Name	Date
Relationship	

_____	_____
Name	Date
Relationship	

Presenting Strengths and Issues/Goal(s): _____

Name	Task/Activity	Target Completion Date

Original: Case File
Copy: Family

Page ____ of ____ Pages

Name	Task/Activity	Target Completion Date

Expected outcomes in order to meet previously written goals:

Date scheduled for progress review: _____

By my signature below I am verifying that I have participated in the formation of this plan and that I will do my part to make this plan successful.

Signature	Date
Signature	Date
Signature	Date

Signature	Date
Signature	Date
Signature	Date



**STATE OF TENNESSEE
DEPARTMENT OF CHILDREN'S SERVICES**

CRISIS INTERVENTION/RESOLUTION PLAN ADDENDUM

Name of Child: _____

This is only an addendum to the original plan. List new participants only:

Name	Relationship	Phone

Have Presenting Strengths and Issues/Goal(s) Changed? If so, list new issue/goal: _____

Name	Revised Task/Activity	Target Completion Date

Date scheduled for progress review: _____

By my signature below I am verifying that I have participated in the formation of this plan and that I will do my part to make this plan successful. (All participants will sign this addendum.)

Signature _____	Date _____
Signature _____	Date _____
Signature _____	Date _____

Signature _____	Date _____
Signature _____	Date _____
Signature _____	Date _____

Original: Case File
Copy: Family

Page ____ of ____ Pages

**STATE OF TENNESSEE
DEPARTMENT OF CHILDREN'S SERVICES**

JUVENILE/FAMILY CERTIFICATION

DATE: _____

TO: Juvenile Court for _____ County

FROM: The Family Crisis Intervention Program

_____ Case Manager

_____ Team Leader

RE: Certification of Outcome for Services Provided for

_____ Juvenile

_____ Parent(s)

We are writing to certify the outcome of services that were provided for the above named child and family referred to our program.

An initial application for services was received on _____.

We have found that resolution of the juvenile-family crisis which brought this family to our attention is not feasible without further court intervention.

The reason(s) for this finding is/are: _____

We will await court disposition prior to closing the case file for this juvenile and family.
Please feel free to contact the Department and/or our court liaison for further discussion regarding this certification.